

HEALTH, SAFETY, GENERAL WELFARE AND DEVELOPMENT OF EMPLOYEES POLICY

I-Remit, Inc. is committed to the promotion of a safe and healthy work environment. It aims to continually improve the health and safety activities the employees of its subsidiaries. The Company aims to provide and maintain a workplace and systems that are safe and do not risk the health and well-being of employees, customers, or visitors.

The Company aims to provide a work environment that is adaptable to the physiological and psychological well-being of employees.

The Company provides training and information to its employees to ensure they understand how to maintain a safe and healthy working environment.

I-Remit provides health support systems to ensure the management of potential hazards or hazardous situations and the promotion of an early recovery from workplace injury or illness.

The Company aims to ensure that all regulations and codes of practice in relation to health and safety are being complied with. I-Remit complies with the following: (i) Department of Labor and Employment Department Order No. 53-03 Series of 2003: Guidelines for the Implementation of a Drug-Free Workplace Policies and Programs for the Private Sector; (ii) Department of Labor and Employment Department Order No. 73-05 Series of 2005: Guidelines for the Implementation of Policy and Program on Tuberculosis (TB) Prevention and Control in the Workplace; (iii) Department of Labor and Employment Department Advisory No. 05 Series of 2010: Guidelines for the Implementation of a Workplace Policy and Program on Hepatitis B.

I-Remit has the following health and safety programs for its employees:

- Coverage under a health care maintenance program/insurance;
- Coverage under a group term life and accident insurance;
- Provide annual physical examinations, medical consultations and health facilities;
- Vaccination programs;
- Wellness programs such as zumba classes and sportsfests;
- Annual fire and earthquake safety drills.

The Company recognizes the benefits of health and safety to the organization and is committed to continually improving the health and safety of its employees.

Human Resource Programs	Period Covered	No. of Employees
Annual Physical Examination	December 19, 2017 to January 12, 2018	147
Drug Testing	December 19, 2017 to January 12, 2018	160
Health Maintenance Organization	January 1, 2017 to December 31, 2017	170

Human Resource Programs	Period Covered	No. of Employees
Annual Physical Examination	December 15, 2016 to February 28, 2017	161
Drug Testing	December 15, 2016 to February 28, 2017	175
Health Maintenance Organization	January 1, 2016 to December 31, 2016	183

Human Resource Programs	Period Covered	No. of Employees
Annual Physical Examination	December 15, 2015 to January 5, 2016	122
Drug Testing	December 15, 2015 to January 5, 2016	123
Health Maintenance Organization	January 1, 2015 to December 31, 2015	168

Human Resource Programs	Period Covered	No. of Employees
Annual Physical Examination	December 15, 2014 to January 5, 2015	151
Drug Testing	December 15, 2014 to January 5, 2015	151
Health Maintenance Organization	January 1, 2014 to December 31, 2014	175

Human Resource Programs	Period Covered	No. of Employees
Annual Physical Examination	November 25, 2013 to January 10, 2014	138
Drug Testing	December 11, 2013 to January 10, 2014	140
Health Maintenance Organization	January 1, 2013 to December 31, 2013	55

2017 TRAINING PROGRAMS				
In-House		Descriptions	Number of Participants	Number of Batches
1.	Assertive Communication	Assessing different communication styles (Passive, Aggressive, Assertive) and tips on how to develop assertiveness.	7	1
2.	Basic Excel Training	Excel 2010 Tips and Tricks.	27	2
3.	Company Orientation	Orientation program for newly-hired employees.	42	5
4.	Corporate Governance	Training requirement of SEC Memorandum Circular No. 20, Series of 2013, that Key Officers must attend at least one corporate governance training once a year.	7	1
5.	Customer Service Training	Orientation on how to provide excellent service to customers (whether external or internal).	6	1
6.	Email Etiquette and Security Orientation	A 30-minute video learning material on the proper usage and security risk of using emails.	42	5
7.	iExperience (Customer Service)	Orientation on how to handle phone calls, proper usage of approved phone spiels and customer service excellence.	7	1

8.	Problem Solving and Decision Making Tools and techniques	Practical and advanced tools on problem solving and decision making for supervisors and Junior Officers.	10	1
9.	Situational Leadership	Program on the different Leadership styles and the instances when these can be applied. Open program to all levels.	9	1
10.	The Leadership Mindset	Program on Basic Leadership skills provided to employees of at least Supervisory position or those groomed for a leadership position. Training focuses on a paradigm shift in leadership.	10	1
11.	Time Management	Orientation on the best practices on Time Management which is open to all levels of participants.	7	1
12.	Written Communication	Fundamentals of written communication and application in the workplace. Program is open to all levels.	8	1

	External	Descriptions	Number of Participants	Number of Batches
1.	26th MGM: Health and Wellness- Essentials of Work-Life Balance	ECOP general meeting.	2	1
2.	27th MGM- How Effective are your Programs and Tools: Strategic Planning, Team Building and Game-Based Learning	ECOP general meeting.	2	1
3.	4th SEC-PSE Corporate Governance Forum	Updates on Corporate Governance.	2	1
4.	Annual Disclosure Rules Seminar	Annual Disclosure Rules Seminar.	1	1
5.	Basic HR 101 and Advanced 201	Training on HR Basics.	1	1
6.	BSP AMLA Seminar	Anti-Money Laundering Act	1	1
7.	BSP Cir. No. 706 as Amended by BSP Cir. No. 950, AMLA Law and the AML Risk Rating System	Anti-Money Laundering Act.	2	1
8.	Content Marketing for Web 3.0 and Social Media	Using Social Media and the web for marketing.	3	1

9.	Corporate Governance Training	Corporate Governance Training.	7	1
10.	Distinguished Corporate Governance Speaker Series	Corporate Governance Training.	1	1
11.	Effective Photography: Enhancing your Multimedia Presence	Training on effective photography.	2	1
12.	Employee Benefits Asia 2017	Updates on trends in benefits.	1	1
13.	Fundamentals of Derivatives	Understanding derivatives.	3	1
14.	HR Day "XYZ: Recruiting Talents Across Different Generations"	Recruitment Updates.	1	1
15.	Job Evaluation and Design of Salary Structure	How to conduct job evaluations.	1	1
16.	Market Risk Management: Identification, Assessment and Control	Updates in Market Risk Management.	2	1
17.	ISO/IEC 27001:2013 ISMS - Lead Auditor Course	Information Security Management Systems.	1	1
18.	People Focus: Performance and Goals Management Made Easy	Setting-up performance goals.	1	1
19.	Seminar on the Anti-Money Laundering Law	Anti-Money Laundering Act.	3	2
20.	Standard First Aid Training and Basic Life Support w/ AED	First Aider Training.	5	1
21.	Talent Measurement Certification Workshop	Recruitment Updates.	1	1
22.	Tuberculosis Awareness Program	Awareness Program on Tuberculosis.	21	1
23.	Fire Safety and Earthquake Drills	OSH Training.	44	2

Online		Descriptions	Number of Participants	Number of Batches
1.	Phishing	Module contains reviewer on detecting Phishing emails and has a corresponding exam.	287	Open for access.
2.	AMLA (Team Manila)	AMLA Orientation and Exam.	168	Open for access.

3.	Risk Orientation (Team Manila)	Inclusion: Risk Management concept, Risk response, the organizations risk management and information security concepts.	162	Open for access.
4.	Today's E-world	Overview of how the world has moved to the digital age and how social media should be used properly.	11	Open for access.
5.	Email Etiquette and Security	Basic rules in using emails and risks associated with emails.	6	Open for access.
6.	OSH Situationer	Part of OSH trainings: Provides the current situation of Occupational Health and Safety in the Philippines.	5	Open for access.
7.	Unsafe/Safe Acts and Conditions	OSH Training: Explains what causes accidents.	5	Open for access.
8.	Workplace Hazards	OSH Training: Explains hazards that exists in the workplace.	4	Open for access.
9.	Fire Safety	OSH Training: Fire prevention and safety.	2	Open for access.
10.	Typhoons and Floods	OSH Training: Keeping Safe in case of typhoons or floods.	3	Open for access.
11.	Earthquake Safety	OSH Training: Keeping safe in case of an earthquake.	2	Open for access.
12.	Smoking Cessation	OSH Training: The risk of smoking.	4	Open for access.
13.	Tuberculosis Awareness	OSH Training: Prevention and Control of TB in the workplace.	14	Open for access.
14.	Introduction to Communication	Discussion on the communication process and reasons for miscommunication.	11	Open for access.
15.	Non Verbal Communication	Discussion on the different types of Non Verbal Communication.	4	Open for access.

2016 TRAINING PROGRAMS				
In-House		Descriptions	Number of Participants	Number of Batches
1.	Assertive Communication	This training program is open to all employees.	12	1
2.	Basic Excel Training	Excel 2010 Tips and Tricks.	11	2
3.	COL Financial Orientation	This training program is open to all employees.	9	1
4.	Company Orientation	Orientation program for newly-hired employees.	55	16

5.	Corporate Governance	Training requirement of SEC Memorandum Circular No. 20, Series of 2013, that Key Officers must attend at least one corporate governance training once a year.	18	1
6.	Effective Supervisory Training	This program is open for all new supervisors and managers, high potential employees and those who wish to revisit core concepts in supervision.	17	2
7.	Email Etiquette and Security Orientation	A 30-minute video learning material on the proper usage and security risk of using of using emails.	55	16
8.	First Aid Training and Basic Life Support	OSHA's related training.	9	1
9.	Iceberg Training	A 4-hour workshop on self-awareness and its advantages in the workplace.	15	1
10.	iExperience (Customer Service)	Orientation on how to handle phone calls, proper usage of approved phone spiels and customer service excellence.	20	5
11.	Internal AMLA Seminar	Refresher on Anti-Money Laundering Act and Counter-Terrorist Financing Law policies and procedures.	62	3
12.	Leadership Mindset	This training program is open to all employees who are currently or being groomed for a leadership position.	17	1

External		Descriptions	Number of Participants	Number of Batches
1.	Implementing with ISO - Business Continuity Management, Business Impact Analysis / Risk Management	Understand the key concepts of Business Continuity Management System as per ISO 22301.	2	1
2.	17th Certified Internal Control Auditor Program	Audit Training.	1	1
3.	3rd Philippine Employee, Labor and Industrial Relations Summit	Updates on Labor Policies under the Duterte administration.	1	1
4.	3rd Philippine Tax & Accounting Congress	Latest trends and best practices in Tax and Accounting.	2	1
5.	Accounting for Non-Accountants	Accounting basics for non-accountants.	2	1

6.	All About Contractualization	Updates on Contractualization.	2	1
7.	Audit Techniques & Fraud Detection	Updates on Audit techniques.	1	1
8.	BOA Accreditation	Board of Accountancy.	5	1
9.	BOA Accreditation	Board of Accountancy.	1	1
10.	BSP AMLA	AML/CTF training done by BSP.	16	2
11.	Business Process Mapping & Improvement	Training on improving business processes.	3	1
12.	COL Financial Orientation	Basics on using the COL system.	12	1
13.	Compensation and Benefits Trends	Training on the trends in Compensation and Benefits.	2	1
14.	Counterfeit Detection Seminar	Training on detecting counterfeit money.	4	3
15.	Credit Risk Modelling: Current Practices and Applications	Updates on Credit Risk.	3	1
16.	Digital Marketing in a Blink- Great Ideas Worth	Updates on Digital Marketing.	3	1
17.	Effective Business Writing	Training on proper business writing.	30	2
18.	Effective Presentation Skills	Training on creating and delivering presentations.	1	1
19.	Effective Workplace Discipline for Line Managers and Supervisors	Updates on workplace discipline.	1	1
20.	Embedding Risk Management in New Product Development	Techniques in building risk assessment in Product Development.	1	1
21.	Enterprise Risk Management Seminar	Learn techniques in building an ERM Program and embedding a culture, in order to sustain the practices over time.	3	1
22.	Fire Safety and Evacuation Drill	Conducted by Bureau of Fire Protection, this program aims to spread the awareness of Fire Safety in the workplace.	19	1
23.	First Aid Training and Basic Life Support	Training for First aiders.	2	1
24.	How to Really Read Financial Statements	Training on reading Financial Statements.	1	1
25.	How To Use Social Media to Boost your Business	Training on effective use of Social Media.	2	1
26.	HR Technology Fair	Updates on the latest tech applied to HR.	2	1

27.	IT Risk Management	Updates on IT Risk Management, IT Risk rating System and IT regulatory Updates.	2	1
28.	Managing Different Structures on Compensation and Benefits	HR Updates concerning Compensation and Benefits.	1	1
29.	Modern Interviewing Techniques	Training on conducting interviews.	1	1
30.	New Labor Policies Under Duterte Administration	Updates on new labor policies.	2	1
31.	Philippine Standards on IT Auditing	Training on IT auditing.	3	1
32.	Problem Solving and Decisions Making Techniques	Training on PSDM.	1	1
33.	Refresher Course for AP & GL Modules	Refresher course.	26	2
34.	Releasing and Strengthening your Leadership Mindset	Leadership Training.	1	1
35.	Simplified Audit Documentation	Updates on audit documentation.	3	1
36.	Technical Writing Skills	Proper Technical writing.	2	1
37.	The Anti-Money Laundering Act of 2001 (AMLA), as amended	AMLA Updates	13	1
38.	Think Twice, Taxwise & Bizwise: Tax Seminar	Training on recent issuances and rulings/opinions from the BIR and SEC, the issuance on the importer's clearance certificate/broker's clearance certificate, the recent CTA and SC decisions, and the proposed tax reforms under the new administration.	4	1
39.	Time Management	Training on Proper Time Management.	2	1
40.	Transform Leadership: Stronger Business Performance Through Networked Leaders-FREE	Leadership Training	1	1
41.	WAVE- Work Attitude and Values Enhancement	Work attitude and values enhancement.	2	1

42.	Big Picture Mindset: A Holistic View of Leadership Mindset	Leadership Training	1	1
43.	Women Leadership in a VUCA World	Women leadership.	3	1
44.	Workshop on Internal Control: COSO Framework	Training on the COSO framework.	5	2

Online		Descriptions	Number of Participants	Number of Batches
1.	Risk Orientation (Team Manila)	Inclusion: Risk Management concept, Risk response, the organizations risk management and information security concepts.	87	Open for access.
2.	Today's E-world	Overview of how the world has moved to the digital age and how social media should be used properly.	3	Open for access.
3.	Email Etiquette and Security	Basic rules in using emails and risks associated with emails.	12	Open for access.
4.	OSH Situationer	Part of OSH trainings: Provides the current situation of Occupational Health and Safety in the Philippines.	43	Open for access.
5.	Unsafe/Safe Acts and Conditions	OSH Training: Explains what causes accidents.	32	Open for access.
6.	Workplace Hazards	OSH Training: Explains hazards that exists in the workplace.	26	Open for access.
7.	Fire Safety	OSH Training: Fire prevention and safety.	21	Open for access.
8.	Typhoons and Floods	OSH Training: Keeping Safe in case of typhoons or floods.	21	Open for access.
9.	Earthquake Safety	OSH Training: Keeping safe in case of an earthquake.	27	Open for access.
10.	Smoking Cessation	OSH Training: The risk of smoking.	18	Open for access.
11.	Introduction to Communication	Discussion on the communication process and reasons for miscommunication.	1	Open for access.
12.	Beam and Go Orientation	Orientation on the services provided by Beam and Go.	25	Open for access.

2015 TRAINING PROGRAMS				
In-House		Descriptions	Number of Participants	Number of Batches
1.	Corporate Governance	Training requirement of SEC Memorandum Circular No. 20, Series of 2013, that Key officers must attend at least one corporate governance training once a year.	19	5
2.	5S Orientation	Re-orientation on the best 5S practices for team HCMD.	3	1
3.	Assertive Communication	Skills-based training.	6	1
4.	Audit Training (The Internal Audit Function, Risk-Based Auditing in a Non-ERM Organization, Fundamentals of I.T. Auditing)	Internal cascading of Risk-Based Auditing by the Audit Department Head.	6	1
5.	Comprehensive Socialization and Orientation Program	Orientation program for newly-hired employees.	76	18
6.	Customer Service and Telephone Etiquette Workshop	Orientation on how to handle phone calls, proper usage of approved telephone spiels, and customer service excellence.	8	3
7.	Email Etiquette & Security Orientation	A 30-minute video learning material on the proper usage and security risks of using email.	143	17
8.	Fire Safety and Prevention Orientation	Conducted by Bureau of Fire Protection, this program aims to spread the awareness of Fire Safety in the workplace.	20	1
9.	Fire Safety Drill	Conducted by Bureau of Fire Protection, this program aims to spread the awareness of Fire Safety in the workplace.	26	1
10.	Global Regulatory Environment	A 4-hour Introduction on the different regulatory bodies affecting the business.	6	1
11.	Iceberg Training	A 4-hour workshop on self-awareness and its advantages in the workplace.	38	3
12.	Migration History	An orientation on the history of migration and its significance to the remittance industry.	6	1
13.	Internal AMLA Seminar	Refresher on Anti-Money Laundering Act and Counter-Terrorism Financing law, policies and procedures.	47	3

14.	I-Remit Care	Fixed Customer Service workshop for the organization.	10	2
15.	Job Evaluation Project Orientation	Orientation to the proposed Job Evaluation tool for the ManCom members.	10	1
16.	Professionalism	Fixed Professionalism workshop for the organization.	6	1
17.	Self-Awareness	EQ program for the organization.	6	1

External		Descriptions	Number of Participants	Number of Batches
1.	12th Cost Effective Purchasing and Efficient Procurement Management	Program attended by the Procurement Officer of the organization.	1	1
2.	14th ECOP MGM Social Media: The New Frontier in the Workplace	Program on how social media is the new tool in enhancing media exposure of organizations.	1	1
3.	1st ECOP Executive Labor Updates	Program on the industry's latest labor practices.	1	1
4.	2015 Information Security Governance & Anti-Fraud	Attended by the Information Security Officer and Chief Risk Officer.	2	1
5.	4th ECOP Executive Labor Updates: "The New DOLE Department Order 147-15: Application of Just and Authorized Causes of Termination	Program on latest DOLE updates.	1	1
6.	609th General Membership Meeting: Performance-Based Rewards Program: How Effective are Performance Bonuses?	Program on the latest Compensation and Benefits practices.	1	1
7.	7th Certified Risk Analyst Program	Risk Analyst certification program for the Risk Management team.	1	1
8.	9th ECOP MGM - Talent Mobility amongst Professionals	ECOP MGM attended by the HR Services team which focuses on the latest recruitment practices.	2	1
9.	Accelerated Financial Reporting using EXCEL	Program on the latest Financial Reporting practices.	7	1
10.	Annual PSE Disclosure Rules Seminar	Attended by the Corporate Planning Officer and the Corporate Secretary.	2	1

11.	Be in the Know on the Latest Accounting and Tax Updates	Program on the latest Tax Updates.	1	1
12.	BSP AMLA	AML/CTF Training done by the BSP.	4	2
13.	Distinguished Corporate Governance Speaker Series: Effective Internal Audit	Attended by the Head of Internal Audit.	1	1
14.	Driving Customer Centricity	Attended by the Country Customer Care Officers.	4	1
15.	Effective Supervisory & Leadership Seminar/Workshop	Attended by Supervisors from different departments.	16	1
16.	Exceptional Client Care	Attended by the Country Customer Care Officers.	4	1
17.	FS Analysis	Attended by the Finance Accounting team.	9	1
18.	How to Structure and Compute Salaries, Wages and Benefits with the new tax rules	Program on the latest tax rules on compensation administration.	2	1
19.	HR Leadership Conference	Program on the latest practices on HR leadership.	2	1
20.	Managing Development and Succession Planning	Program on talent development and succession planning attended by the TOD team.	1	1
21.	Mini MBA for HR Professionals	Attended by team HCMD.	3	1
22.	Office Administration	Program on the best practices on office administration.	3	1
23.	Operational Planning for Competitive Advantage	Attended by the Country Customer Care Officers.	6	1
24.	Philippine Tax and Accounting Congress	Attended by Finance team.	3	1
25.	Signature Verification Seminar	Signature verification program conducted by Sterling Bank of Asia which was attended by frontline, operations, and TOD teams.	22	2
26.	The 6th Philippine Tax Summit	Attended by the Finance Accounting team.	2	1
27.	The Law and Practice of Commercial Arbitration	Latest practices on Labor Arbitration attended by the ER specialist.	1	1

28.	Training the Trainers	Basic Training the Trainers program attended by TOD associate.	1	1
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2014 TRAINING PROGRAMS				
In-House		Descriptions	Number of Participants	Number of Batches
1.	Operations / Remittance Process Training	Discussion of the door to door, bank to bank and delivery processes of I-Remit.	17	1
2.	Orientation / Review of I-Remit's Attendance and Tardiness Policies	Re-orientation on the company policy and guidelines involving Attendance and Tardiness.	51	2
3.	Comprehensive Socialization and Orientation Program	Orientation series provided to newly hired employees which include topics on: Company Profile, Products and Services, VMV, Customer Service, Professionalism, and HR Services module.	46	10
4.	CODE Orientation	Orientation for the newly hired employees.	5	1
5.	Telephone Etiquette	Orientation on how to handle phone calls, proper usage of approved telephone spiels, and customer service excellence.	35	6
6.	Anti-Money Laundering Act and Counter-Terrorist Financing Law Policies and Procedures	Refresher on Anti-Money Laundering Act and Counter Terrorist Financing law policies and procedures.	48	3
7.	Understanding and Reading Financial Statement (Cascade)	How to interpret Financial Statements and the impact it has on organizations (echo seminar).	18	1
8.	3CD Training: Facilitators Training Program / Discussion Part 1	One-one-One discussion of subject matter experts, to discuss trainer's needs, and provide assistance and guidance regarding the training materials and conduct.	14	7
9.	3CD Training: Facilitators Training Program / Discussion Part 2	Presentation skills training for identified Subject Matter Experts.	4	1
10.	3CD Training: Company Overview and Telephone Etiquette	Comprehensive training for 3CD team members on the following topics: Company Overview and Telephone Etiquette.	9	2

11.	3CD Training: Customer Service	Comprehensive training for 3CD team members on the following topics: Customer Service.	8	2
12.	3CD Training: Cards Operations	Comprehensive training for 3CD team members on the following topics: Cards Operations.	7	2
13.	3CD Training: iDeliver, iNotify, iCredit Operations	Comprehensive training for 3CD team members on the following topics: iDeliver, iNotify, iCredit Operations.	12	2
14.	3CD Training: iPay - Auxiliary Services (SSS, Philhealth)	Comprehensive training for 3CD team members on the following topics: iPay - Auxiliary Services (SSS, Philhealth and PAG-IBIG).	7	2
15.	3CD Training: Country Customer Care Operations	Comprehensive training for 3CD team members on the following topics: Country Customer Care Operations.	3	1
16.	3CD Training: iPay, iShop	Comprehensive training for 3CD team members on the following topics: iShop (Jollibee, Nestle, Nestle Health Services, Savers, Healthway, Zalora).	7	2
17.	3CD Training: Processing Operations	Comprehensive training for 3CD team members on the following topics: Processing Operations.	13	2
18.	3CD Training: Accounting FO Operations- Agents and Phone-in Monitoring	Comprehensive training for 3CD team members on the following topics: Acct FO Operations - Agents and Phone-in monitoring.	9	2
19.	3CD Training: Accounting Manila- GSR, AR, Volume Report	Comprehensive training for 3CD team members on the following topics: Acct Manila - GSR, AR, Volume Report.	11	2
20.	3CD Training: AML/CTF	Comprehensive training for 3CD team members on the following topics: AML/CTF.	See Internal AMLA	
21.	3CD Training: IFS. IDOL	Comprehensive training for 3CD team members on the following topics: IFS, IDOL.	7	1
22.	3CD Training: ILS, Amendments	Comprehensive training for 3CD team members on the following topics: ILS, Amendments.	9	1
23.	3CD Training: Rate Setting	Comprehensive training for 3CD team members on the following topics: Rate Setting.	8	2
24.	3CD Training: Basic Banking Laws	Comprehensive training for 3CD team members on the following topics: Basic Banking Laws.	15	3

25.	3CD Training: iRace, iBilis, API	Comprehensive training for 3CD team members on the following topics: iRace, iBilis, API.	4	1
26.	3CD Training: Processing Operations	Comprehensive training for 3CD team members on the following topics: Processing Operations.	4	1
27.	COL Financial Orientation	Program orientation on COL Financial based on the BPM.	7	1
28.	PROPLE User Interface Training	Orientation provided by PROPLE.	23	2
29.	HMO and TPA Orientation	Program orientation provided by Avega representative.	21	2
30.	Philhealth Auxiliary Training	Overview of the services and benefits of (gov't office) as provided by their representative.	6	1
31.	SSS Auxiliary Training	Global Training for Canada facilitated by resource speaker from Philhealth and attended by both FO and Team Manila employees.	4	1
32.	PAG-IBIG Auxiliary Training	Global Training for Canada facilitated by resource speaker from Philhealth and attended by both FO and Team Manila employees.	3	1
33.	Coaching Training	Training for all the Junior Officers.	4	1
34.	Customer Service Workshop	Training on customer service best practices.	6	1
35.	MS SQL Server Training 2012	This is a 5- day course which provide the participants with good skills to maintain a Microsoft SQL server database. (Conducted by an external trainer).	7	1
36.	Internal Counterfeit Detection (Echo Seminar)	Facilitated by Cash Dept, Attended by MO & TOD.	5	1

External		Descriptions	Number of Participants	Number of Batches
1.	Corporate Governance	Training requirement of SEC Memorandum Circular No. 20, Series of 2013, that Key officers must attend at least one corporate governance training once a year.	22	8
2.	BSP AML/CTF Training	AML/CTF Training done by BSP.	4	2

3.	DOLE Rules(From Pre-Employment to Post-Employment)	Attended by HCMD Head and Manager.	2	1
4.	White Collar Fraud Conference	Attended by IT Head.	1	1
5.	Balanced Scorecard	Attended by TODD Specialist.	1	1
6.	The 3rd Compensation and Benefits Management Congress	Attended by Compensation and Benefits Specialist- HCMD.	1	1
7.	Technical Writing Skills	Attended by SMD Staffs.	2	1
8.	Admin Talk: Seeking, Receiving & Handling Feedback	Attended by HCMD Staffs.	2	1
9.	BAP Treasury Certification Program	Attended by International Treasury Manager.	1	1
10.	Human Management: Career Coaching and Mentoring	Attended by TODD Manager.	1	1
11.	What Matters in Tax Exemptions and Reductions	Attended by Accounting Staffs.	3	1
12.	Software Testing(Short Course)	Attended by IT Staffs.	2	1
13.	The Fundamentals of IT Auditing	Attended by Audit Head.	1	1
14.	Web Hacking	Attended by IT Staffs.	2	1
15.	Techniques in Understanding & Reading FS	Attended by Accounting Staffs.	7	1
16.	Predictive Customer Analytics Program	Attended by Software Dev't Head.	1	1
17.	Counterfeit Detection	Attended by Marketing Officers.	3	1
18.	Budgeting and Forecasting using Excel	Attended by GSM Staff.	1	1
19.	HR Certification Workshop: 1 day Saville	Attended by HCMD Staffs.	2	1
20.	National Tax Congress	Attended by HR Manager and Accounting Head.	2	1
21.	Risk-Based Auditing in a non-ERM Environment	Attended by Audit Head and Officer.	2	1
22.	2014 Annual Listing and Disclosure Rules	Attended by Corporate Secretary.	1	1
23.	9th Mini- MBA for Executives, Secretaries and Admin Professionals	Attended by HR Admin.	1	1
24.	Internal Control & Fraud Detection Training	Attended by Accounting Staffs.	2	1
25.	How To Reduce Your Tax Legally and Ethically	Attended by Accounting Head and Manager.	2	1
26.	Accounting Tax Updates	Attended by Accounting Staffs.	2	1

27.	How To Comply with SSS, ECC, Philhealth, PAG-IBIG, DOLE Regulations	Attended by Compensation and Benefits Specialist- HCMD.	1	1
28.	Designing and Implementing Flexible Benefit Program	Attended by HR Manager.	1	1

2013 TRAINING PROGRAMS				
In-House		Descriptions	Number of Participants	Number of Batches
1.	Internal AMLA Seminar 2013	Internal AMLA seminar conducted by Compliance Officer for frontline teams.	106	6
2.	Webinar: Authentic Leadership: The Case of Building the Starbucks Community2013	Webinar attended by Jr. Officers.	9	1
3.	Financial Planning Seminar	Open program conducted by PRU-LIFE and SUN LIFE Financial.	25	2
4.	Professionalism & Protocol Seminar	Open program.	8	1
5.	Eco Seminar - Filipinos' Guide in Handling Expatriates	Echo program.	7	1
6.	Professionalism and Courtesy	Conducted for HCMD Team.	7	1
7.	Webinar: Timecheck: Leading through the Seasons of Life (December 12, 2013)	Open program.	4	1
8.	ICEBERG 2013	Attitude and values re-alignment for personal success; open program.	54	4
9.	Comprehensive Socialization and Orientation Program	On-boarding orientation program for newly-hired employees. (Intermittent).	307	

External		Descriptions	Number of Participants	Number of Batches
1.	AMLA BSP Training 2013	AMLA BSP updates attended by Sr. Officers.	10	4
2.	PMAP: OD Tools and Practices	Attended by HCMD Head and TOD Sr. Associate.	2	1
3.	ASEAN Corporate Governance Scorecard Information Briefing	Attended by Corporate Planning, Compliance and Budget Head.	1	1

4.	Best Practices in Managing People and Measuring Workplace Performance	Attended by HCMD Team.	3	1
5.	PMAP IR Kapihan: The Winning Formula in Handling Labor Cases	Attended by HCMD Team.	3	1
6.	Social Media Marketing Bootcamp 2013	Attended by Marketing Team.	2	1
7.	SEC, BSP and PRS Updates	Attended by Controllership team.	3	1
8.	Tax Today: Find out how new tax rules impact on your business	Attended by Controllership team.	3	1
9.	Preparing Quality Audit Workpaper	Attended by Internal Audit Team.	4	1
10.	Filipinos' Guide in Handling Expatriates & Foreigners	Attended by Marketing and TODD.	2	1